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September 2014

## IMPORTANT SAFETY RECALL

**This Notice Applies To Your Recreational Vehicle \_\_\_\_\_**  
**NHTSA Recall Campaign # 14V-468**

Dear Valued Jayco RV Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Jayco has decided that a defect which relates to motor vehicle safety exists on certain Model Year 2014 and 2015 White Hawk Summit 27RBOK travel trailers manufactured November 12, 2013 through July 10, 2014. The frame outrigger nearest the tire on the door side and off door side may be positioned to allow contact when the travel trailer is making sharp turns. Rubbing of the tire may cause premature wear and subsequent failure, increasing the risk of a crash, which could contribute to personal injury or property damage.

The remedy for the affected vehicles is an inspection by a Jayco Dealer of the outriggers nearest the tire on each side of the travel trailer and if confirmed it is positioned incorrectly, the outrigger will be modified (section cut out, per the frame manufacturer's instructions) to prevent contact with the tire. The repair will be done at no charge to you and should take one hour to complete. If you have had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information or if you are unable to have this repair performed, please contact Jayco Customer Service at 800-283-8267 for assistance.

If your Jayco dealer is unable to perform the recall within a reasonable time frame, please contact Jayco Customer Service at 800-283-8267 for further instructions. If you choose to take your vehicle to a non- dealer, they must contact Jayco Customer Service prior to making the recall repairs for proper authorization and instruction. If you have sold or traded your vehicle, or for any reason cannot have this recall service performed, please let us know by completing the enclosed form and submit to Jayco. Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within **ten days**.

If, however, you take your recreational vehicle to your dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please contact Jayco Customer Service at 800-283-8267. If after contacting your dealer and Customer Service you are not able to have the safety defect remedied without charge and/or within a reasonable time, you may wish to submit a written complaint to the Administrator, national Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for this inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with your Jayco recreational vehicle.

Sincerely,

Jayco